



## REMETERING CONSUMER BILL OF RIGHTS

Water remetering is permitted in Miami-Dade County. The intent of this program is to save water usage, assist property owners in detecting and correcting water leaks in a timely manner, and ensure that you do not unfairly pay for water used by others.

Miami-Dade County Ordinance 96-137 permits owners of condominiums, apartment buildings, commercial complexes, mobile home parks, etc. to install a submeter in each individual's unit. As a result, you pay for your own water service consumption in addition to your monthly rental or maintenance fee.

This is a summary of your rights and responsibilities under the rules:

Bills in General. Your bill may only cover water and sewer from within your unit, as measured by your unit's water meter. Water and sewer consumption for common areas and facilities, such as community pools, are the responsibility of the property owner. The property owner cannot disconnect your water service and cannot bill you for usage of water service by previous resident.

What your bill must show. Your bill must show all of the following information:

1. the date and meter reading of the period for which the bill is rendered.
2. The prior and current meter readings.
3. The total gallon of ccf of water service being billed and how it has been computed.
4. The total amount due for water service used and applicable taxes.
5. The name and address of the resident to whom the bill is issued.
6. The name of the company providing you with the bill and the address and telephone number of the contact person you can call in case of a billing dispute.
7. The bill due date.
8. The name, address and telephone number of the party to whom payment is to be made.
9. If your bill has been estimated, it must state that it has been estimated.
10. The telephone number of the Miami-Dade Consumer Services Department (CSD). (305) 375-3677, and a statement that indicates the CSD may be contacted if you are unable to settle your dispute with your property owner or remeterer.

Due Date. You must be given at least 15 days to pay your bill. If your due date falls on a holiday or weekend, you may make your payment on the next business day after the due date.

Late Payment Charge. If you pay your bill late, you may be charged a late fee not to exceed 10% of your total bill.

Additional Charges On Your Bill. You cannot be charged any extra charges over and above the water services charges, including any applicable taxes.

Disputes. If a dispute arises concerning your bill or water service, you must inform your property owner, in writing, the specific reason for the dispute. Your property owner is required to investigate promptly and report the results to you in writing within 30 days. A corrected bill must be issued if the disputed bill was in error.

Overbilling Or Underbilling. If your bill is found to be in error; the property owner or remeter must adjust your bill. If you were undercharged, you may be billed for the amount underbilled for a period not to exceed six (6) months. If the underbilling is \$25 or more, the property owner must offer you a deferred payment plan option for the same length of time as that of the underbilling.

Test. If you feel that your water meter is defective, your property owner must, upon a reasonable written request from you, test the accuracy of your submeter. If you wish, you may watch the test, or you can send a representative. The test must be made during normal business hours (normally, Monday through Friday between the hours of 8:00 AM to 5:00 PM). If the meter test indicates that your water meter is accurate, you may be charged a reasonable testing and plumbing charge. If your meter is defective, no charge can be made to you for making the test.

Records. Your property owner is required to keep the following records for 12 months: (1) the bill from WASD; (2) calculation for the billing; (3) all meter readings, resident billings and meter test results for the individual units.

A COPY OF THE WATER REMETERING ORDINANCE 96-137 CAN BE OBTAINED FOR A NOBINAL FEE FROM THE MIAMI-DADE COUNTY CONSUMER SERVICES DEPARTMENT.

FOR ASSISTANCE AND/OR COMPLAINT RESOLUTION CALL THE MIAMI-DADE CONSUMER SERVICES DEPARTMENT AT (305) 375-3677